

# DRAFT

Minutes from the Dental Advisory Committee (DAC)  
DMAS 11AM – 1PM  
August 25, 2006

DAC Members Present	DAC Members Absent
Dr. Fred Hamer	Dr. John Unkel
Dr. Frank Farrington	Dr. Karen Day
Dr. Lynn Browder	Dr. Terry Dickinson
Dr. Girish Banaji	Dr. Ann McDonald
Dr. Carl Atkins	Mr. Neal Grahm
Dr. Tegwyn Brickhouse	Dr. Vicki Tibbs
Dr. Kristine Enright	Dr. Joe Paget, Jr.
Ms. Linda S. Bohanon	Dr. Cynthia Southern
Mr. Chuck Duvall	Dr. Zachary Hairston
Dr. Randy Adams	Dr. Ivan Schiff
Dr. Neil Morrison	
Dr. John Ashby	

DMAS Attendees	Doral Attendees
Cheryl Roberts	Cheryl Harris
Bryan Tomlinson	Anna Perez
Dr. Steve Riggs	Kristen Fincher
Sandy Brown	Dr. James Thommes
Lisa Bilik	Peggy Caouette
Merinda Battle	
Tammy Driscoll	<b>Other</b>
Mary Mitchell	Richard Grossman - Vectre
Adrienne Fegans	Adham Hamda - VCU
Rebecca Mendoza	Giselle Gonzalez - VCU
Maryanne Paccionni	

## Welcome

Ms. Roberts opened the meeting at 11:00 a.m. and introductions were made. Minutes from the April 14, 2006 meeting were voted on and approved as written.

Ms. Roberts highlighted the first anniversary of the *Smiles For Children* program and the success of the program's first year of operation. She announced that since the start of the program on July 1, 2005, over 200 dentists have joined the dental network. She reported that Bryan Tomlinson and Sandra Brown spoke at the Medicaid Managed Care Congress in Baltimore in June 2006 with a presentation on the new *Smiles For Children* program. She also reported that Sandra Brown was elected to the Board of the Medicaid/SCHIP Dental Association and is serving on the Planning Committee for the 2007 National Oral

Health Conference. Ms. Roberts commented that Patrick Finnerty and Steve Pollack, President of Doral attended the recent Mission of Mercy Project held in Wise County in July. She also pointed out that the *Smiles For Children* program name is a registered service mark with the State Corporation Commission in Virginia and that because there have been instances of unauthorized use of the name by a few providers in their advertising, DMAS will be updating its website to include guidelines regarding the use of the program name. She congratulated the DAC members, Doral staff members and the DMAS staff for completing a successful first year of the *Smiles For Children* (SFC) program.

### **Response to Questions Raised at 4/14/06 DAC Meeting**

Sandra Brown said two questions were raised at the previous DAC meeting to which she wanted to respond. The first question was: Does Doral utilize licensed Out-of-State providers who do not have a VA License; and secondly, is there a radius from the Virginia border where these providers can practice? Ms. Brown reported that yes, Doral does utilize Out-of-State providers who do not have a VA License but providers must be licensed in the state in which they practice and must pass Doral's credentialing process. There are no limitations on the distance of the provider from the State border.

The second question raised was related to utilization and whether or not it has increased under the new program? Ms. Brown reported utilization has increased and that Cheryl Harris from Doral would be reporting on utilization in more detail in her presentation later in the meeting.

### **Discussion of Policy Limits For Prefabricated Crowns/Pulpotomies**

Dr. Brickhouse addressed her concerns regarding action taken by the North Carolina Board of Dentistry against dentists associated with North Carolina Medicaid dental health centers who performed an excessive number of stainless steel crowns (SSC) and pulpotomies without the use of general anesthesia. The Consent Order from the North Carolina State Board of Dental Examiners was available as a handout and was discussed with the committee. The handout pertaining to the North Carolina Dental policy limiting the number of SSC and pulpotomies performed on a single date of service was also discussed.

Since similar Medicaid dental health centers are doing business in Virginia, it was suggested that DMAS/Doral should closely monitor their practice patterns. Dr. Riggs stated that DMAS has already started to examine whether there are similar practice patterns in Virginia and referred to a handout indicating Virginia's current paid claims experience on ssc/pulpotomies. Based on the report provided by Doral and reviewed by Dr. Brickhouse and DMAS prior to the meeting, Dr. Brickhouse commented there does not appear to be any significant problems with the excessive use of these services under *Smiles For Children*, at this time. However, DMAS is committed to ongoing investigation of the dental claim encounter data and researching this issue to further

monitor utilization of these services and help ensure that recipients under the *Smiles For Children* program receive quality care.

### **Provider Communications**

Sandra Brown referenced copies of the provider correspondence that have been mailed since the last meeting. The first was a Medicaid Memo that went all licensed dentists in Virginia and it informed providers of several program initiatives such as Electronic Fund Transfer and Broken Appointment Tracking, as well as dental provider recruitment.

The second set of correspondence was related to National Provider Identifiers (NPI) which replaces all previously used provider identification numbers. Correspondence has been mailed from DMAS and Doral. Ms. Brown reported that Doral will be managing the documentation of NPI numbers for Medicaid *Smiles For Children* providers. If a dental provider plans to bill for medical codes or services under Medicaid Fee-For-Service medical plan, the provider will also need to register the NPI number with DMAS.

The last set of correspondence reviewed was related to the recruitment of specialists into the network. The first recruitment letter was jointly signed by the Virginia Dental Association, Old Dominion Dental Society and DMAS and was mailed to all Virginia licensed oral surgeons. The second letter was from the President of the Virginia Society of Oral & Maxillofacial Surgeons (VSOMS), Dr. Abubaker, and was mailed to all of the VSOMS members.

Dr. Browder inquired about correspondence to endodontists. Ms. Brown responded that Pat Finnerty will be speaking to the Virginia Academy of Endodontists at the upcoming Virginia Dental Association annual meeting in September. Also, a letter to the Virginia licensed endodontists is being drafted.

### **Smiles For Children Annual Program Review**

Cheryl Harris from Doral presented a Power Point presentation which can be accessed in its entirety at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) under the *Smiles For Children* link. The following areas were reviewed in the presentation: Utilization, Claims, Prior Authorization Activity, Call Center, Grievances and Appeals, Enrollee Outreach, Dental Network Overview, Provider Recruitment, and News and Updates.

### **Questions and Answers**

Question: How do the paid claim dollars for the *Smiles For Children* program compare to Medicaid programs administered by Doral in other states?

Answer: Dr. Thommes responded that these figures vary due to the various fee schedules, eligibility totals and utilization rates among different states. He reported that he would attempt to obtain figures from Doral.

Question: Is the new orthodontic medical necessity form available online?

Answer: Yes, the form is available on the DMAS website. The Office Reference Manual, which contains the form, is currently being updated.

Comment: On the Provider line, the recording is too long to go through the menu options.

Response: Doral is considering making adjustments to the phone lines at this time.

Question: What is the timeframe for a denied claim to be resubmitted?

Answer: The provider has 12 months from the date the claim was originally denied to resubmit for payment.

Question: What is the process for a provider to obtain an authorization for a service when an authorization is not required? Currently, providers get a message that authorization is not required.

Answer: Dr. Thommes stated that at this time, any such request should go to his attention.

Comment: When a patient needs to be treated in the hospital, the communication with the MCOs to get authorizations is difficult. The Doral approval to perform the services in the hospital is working. However, the coordination with the MCOs to get pre-operative testing and the operating room authorized is not a smooth process.

Response: Doral will work with the MCOs to coordinate the necessary information for the dentist.

Comment: It would be helpful if the provider could submit the broken appointment log online.

Response: Doral's IT department is currently working on this feature.

### **Adjournment**

The meeting was adjourned at 1:00 p.m. The next DAC meeting is scheduled for December 8, 2006 from 11:00 a.m. to 1 p.m. in the DMAS Boardroom.